

**PROCEEDINGS OF THE AGING & DISABILITY RESOURCE CENTER OF BROWN
COUNTY BOARD MEETING**

October 25, 2012

PRESENT: Beth Relich, Pat Finder-Stone, Tom Diedrick, Joan Swigert, Bill Clancy, Pat Hickey, Marvin Rucker, Donajane Brasch, Donajane Brasch, Barbara Robinson, Steve Daniels, Lisa Van Donsel

EXCUSED: Keith Pamperin

ALSO PRESENT: Devon Christianson, Arlene Westphal, Debra Bowers, Laurie Ropson
Denise Misovec, Diana Brown

PLEDGE OF ALLEGIANCE.

Chairperson Diedrick called the meeting to order at 8:32 a.m.

ADOPTION OF AGENDA: A motion was made by Ms. Brasch and seconded by Ms. Miller to adopt the October 25, 2012 agenda. **MOTION CARRIED.**

APPROVAL OF THE MINUTES OF THE REGULAR MEETING OF SEPTEMBER 27, 2012:

Ms. Miller moved and Ms. Brasch seconded to approve the minutes of the regular meeting of September 27, 2012. **MOTION CARRIED.**

COMMENTS FROM THE PUBLIC: None.

FINANCE REPORT:

A. REVIEW AND APPROVAL OF THE SEPTEMBER 2012 FINANCE REPORT: In an effort to communicate on another level with Board Members Ms. Bowers included, along with the actual finance report, a summary of the September 2012 Financial Highlights. She reported that the Narrative Revenue Summary indicates overall revenues and expenses to be consistent with the 2012 budget. The bottom line on page 6 reports that we have a revenue surplus of close to \$1 million over expenses. This is due, in part, to receiving full funding of County Levy (line 4100 General Property Taxes) and Specialized Transportation Grant Dollars (Line 4302.TRANS State Grant Transportation s.85.21). It is expected that program expenses incurred over the next 3 months will level off this surplus.

Ms. Bowers noted that at this time we anticipate capturing approximately \$77,000 in additional Medical Assistance Funds. This is due to more clarifications in time reporting and other opportunities through state initiatives.

Our 2012 Nutrition Program Budget was based on serving 161,525 meals at a cost of \$3.67 per meal and receiving an average estimated donation of \$1.95 per meal. Ms. Bowers reported that we will likely serve 140,000 meals at a cost of \$2.95 per meal with an annual food cost savings of \$179,800. The average meal donation is \$2.10 per meal which translates into an additional \$21,700 in donations; however, even though we are receiving a higher donation rate than budgeted we are not serving as many meals as projected to realize this increase.

Ms. Miller moved and Ms. Van Donsel seconded to approve the September 2012 Finance Report. **MOTION CARRIED.**

B. REVIEW AND APPROVAL OF RESTRICTED DONATIONS: No restricted donations were received in September.

3-YEAR PLAN PUBLIC HEARING REPORT AND RECOMMENDATIONS:

A. 3-YEAR PLAN FINAL SUBMISSION: Ms. Christianson noted that she had included in the board packet several pieces of the ADRC of Brown County Aging Plan for 2013-2015. She



emphasized that the listening sessions held in Brown County to hear from the people we serve, the input from the ADRC Regional Advisory Committees, feedback from older persons, caregivers, and professionals at our public hearings, the SWOT Analysis results, and the input from our staff and our Board of Directors all played an important part in the development of this 3-year plan. She explained that the areas we have identified and intend to expand with hopes of increasing our impact are our Benefit Specialist and Volunteer Benefit Program, Prevention and Wellness, Nutrition Modernization and Rural Outreach, and Transportation. Ms. Christianson reviewed the comments from the older adults who attended the public hearing in October. The issues identified fit nicely into the initiative and goals of the ADRC over the next 3 years. Issues of transportation, in-home care, rural supports, and benefit assistance to name a few. It was Ms. Christianson's recommendation that the 3 year plan not be altered as public input supported and confirmed the need for the goals and objectives as written. Ms. Christianson requested board approval to move forward with the final submission of this plan.

Ms. Hickey moved and Ms. Miller seconded to approve the final submission of the ADRC of Brown County Aging Plan for 2013-2015. **MOTION CARRIED.**

B. APPROVAL OF NUTRITION WAIVER: Ms. Christianson stated that in the past we have always been allowed to transfer 45% of Title III C-1 (Congregate Meals) funds to the Title III C-2 (Home Delivered Meals). The reason for this is that the need has been in Home Delivered Meals. Historically we have always transferred these funds; however, this year GWAAR must write a formal waiver to request this transfer. Ms. Christianson requested board approval of the Nutrition Waiver.

Sup. Clancy moved and Ms. Hickey seconded to approve the Nutrition Waiver. **MOTION CARRIED.**

STAFF REPORT...LAURIE ROPSON PROCESS IMPROVEMENT UPDATE: Ms. Ropson, ADRC Quality/Outreach Coordinator, reported that ORCD (Office of Resources & Community Development) and Resource Development have put together a process improvement plan called *Aiming for Excellence*. This statewide ADRC quality improvement program is designed to enhance operational practices in order to achieve effective, timely, and efficient services that are customer focused and lead to increased customers. Some of our staff has already been trained in this process and eventually everyone will have attended the training. We are being challenged to always think about the customer, bring in other entities and to think outside the box.

Ms. Ropson reviewed some of the projects we have had in place over the last 12 months such as Functional Screens. The Functional Screen Process allows a 30 day window for a client to be processed from start to finish. We created a data base, made improvements to the data base, increased training, uncovered new resources, eliminated forms, and improved communication resulting in new outcomes with each change. At this time this project is in sustainability.

With the Caregiver Improvement Project we began by tracking how people communicate with us. We have learned that our e-mail has skyrocketed. We also started a Facebook page and after 4 cycles we have gone from 3 likes to 79 likes adding 47 new customers to the ADRC. This project is also in sustainability.

In an attempt to increase our average Congregate Meal Donations we took 1 Congregate Meal Site and mailed out donation statements. We began with a baseline of \$1.09 per meal at the test site. The first month we averaged \$1.22 per meal, the second month we were at \$1.39 per meal and the last month the outcome was \$1.59 per meal. We will be adding one test site at a time over the next few months.

Ms. Ropson reported that the last project we have in progress is our Techno Access Program. Our aim is to increase our number of Spanish speaking population. As part of the process we wrote for a grant to receive 4 iPads. We are still in the process of getting staff trained; however, after testing only 3 Spanish speaking people, the outcome is 1/3 liked it and 2/3 loved it. This project is still ongoing at this time.

NEW CURATIVE UPDATE FEE FOR SERVICE: Ms. Brown, Vice President for Program Services with N.E.W. Curative, gave a brief report on Curative's decision to convert from the \$25/day donation to an hourly fee for Adult Day Care Programs in Brown County due to their growing deficit. At present they are still operating on a \$25 donation basis with a deficit close to \$200,000 for this program for this year. Ms. Brown noted that the funding received from the ADRC has some restrictions; therefore, the Insiders II Program was chosen to remain as a donation based program. Curative will continue to receive revenue from other sources leaving approximately 116 participants affected by this change. The donation model has been bringing in about \$150,000 per year and with their \$200,000 deficit they will need to generate \$350,000 from fees. Based upon the current hours of service, if everyone paid \$6.00 per hour they could cover the deficit and have around \$100,000 available for adjusted fees. The participant's and their families have been informed of the change by letter and so far 15 have requested adjusted fees and 8 have asked for a decrease in use of the program. Curative will be looking into ways to address other funding sources for those who need the services but really can't afford it. Under the donation model everyone who needed the service was served regardless of their income.

Ms. Misovec, with N.E.W. Curative, distributed a tool they are using to explain the program. She expressed their need to communicate the cost/benefit in comparison to other types of care to the families. They are currently in the process of calling everyone who has received a letter to make sure they understand the new policy and so far have only been able to reach about half of the people. At this point they are trying to figure out how to manage the adjusted fees. The change in fee structure will take place January 1, 2013 so they anticipate that more issues will arise once it is implemented in January. With the current scale based on 125% of poverty, how do they help those who are middle income and can't afford to pay?

PERSONNEL COMMITTEE REPORT:

- **ADMINISTRATIVE MANUAL: RECRUITMENT (NeoGov), CLASSIFICATION, APPROVALS:** Ms. Christianson noted that the Personnel Committee met earlier this morning and took the opportunity to review Administrative Policy language changes that came about while putting together an Administrative Manual of Procedures.

The Personnel Committee also recommended that the board approve Ms. Bower's reclassification to be retroactive to the beginning of 2012.

Ms. Finder-Stone moved and Ms. Relich seconded to approve making Ms. Bower's reclassification retroactive to the beginning of 2012. **MOTION CARRIED.**

- **NEW POSITION REQUEST: OUTREACH & BENEFIT PROGRAM SPECIALIST:** The Personnel Committee also recommended that the board approve a new position, Outreach & Benefit Program Specialist. This position would be a 16-hour, regular position and would oversee the recruitment of volunteers for the benefit specialist department, provide training and education to those volunteers and back up of the Benefit Specialist Department Volunteer Program.

Ms. Finder-Stone moved and Ms. Miller seconded to approve the Outreach & Benefit Program Specialist's Position. **MOTION CARRIED**

BOARD MEMBER NOMINATIONS: Ms. Christianson noted that Ms. Finder-Stone's and Ms. Miller's terms as board members are up which opens 2 positions on the board. She presented the board with the names of 2 potential candidates to fill these positions. Larry Epstein is currently working with our Living Well Program and is a Master Trainer for the Chronic Disease Self-Management Program. Melanie Maczka has been a pastoral associate at St. Willebrord Parish for 33 years and is currently involved in efforts to develop leadership and initiative among Hispanics at all levels. Ms. Christianson explained that these candidates must go through the County Executive and the County Board for appointment.

Ms. Brasch moved and Ms. Robinson seconded to approve the submission of Mr. Epstein and Ms. Maczka to the County Executive and the County Board for appointment. **MOTION CARRIED.**

ARAMARK CONTRACT UPDATE: Ms. Christianson reported that things are going well with Aramark. There have been some small glitches but they are staying on top of things.

FAMILY CARE UPDATE: Chairperson Diedrick noted that Family Care is not in the next budget and a lot will depend on the Presidential election. More savings have been realized so hopefully we can get Family Care here.

DIRECTOR'S REPORT: Ms. Christianson reported on the following:

- A. **MEDIATION MOU STATUS:** Ms. Christianson has been working with Laura Smythe from Northeast Wisconsin Mediation on the Mediation MOU. They are still working through the issues with Risk Management at Brown County and the Mediation Center. Once complete, the board will see a full copy of the MOU for approval.
- B. **NEIGHBORCARE MOU STATUS:** Clarity Care has backed out of the leadership role. Ms. Christianson will get back to the Board when more information becomes available.
- C. **ADRC CONFERENCE MAY 2013-BOARD INTENSIVE:** The Aging & Disability Resource Center's 15th Anniversary Celebration Conference will be held at the KI Conference Center in Green Bay on May 13-15, 2012. This conference will be Board intensive and it will be a wonderful opportunity for Board Members to attend.
- D. **85.21 PUBLIC HEARING:** The 2012 Specialized Transportation Assistance Program for Brown County Public Hearing will be held at the Aging & Disability Resource Center of Brown County at 1:00 p.m. on Wednesday, November 14th. After the changes have been made the Board will see it in its entirety in December for approval.

LEGISLATIVE UPDATES: Ms. Finder-Stone urged everyone to vote on November 6th.

ANNOUNCEMENTS: Chairperson Diedrick thanked Ms. Finder-Stone and Ms. Miller, on behalf of the Board, for their years of service and their dedication to the ADRC.

NEXT MEETING DATE: Ms. Christianson noted that there will be no November Board Meeting due to the Thanksgiving Holiday. Our next meeting will be on Thursday, December 13th, at 8:30 a.m. This will be our Holiday Appreciation with Staff and there will be holiday treats after the meeting.

ADJOURN: Ms. Miller moved and Ms. Van Donsel seconded to adjourn the meeting. **MOTION CARRIED.** The meeting adjourned at 10:12 a.m.

Respectfully submitted,

Arlene Westphal, Secretary